MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2016 /2017

BHR2834 – HUMAN RESOURCE MANAGEMENT

(Distance Education)

11 OCTOBER 2016
2:30 p.m. - 4:30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **2 pages**, excluding this cover page.
2. There are **FIVE (5)** essay questions worth **20 marks each**.
3. Please answer **ALL QUESTIONS**. The total marks for this exam is **100 marks**.
4. Please write **ALL** your answers in the **ANSWER BOOKLET** provided.

There are FIVE (5) essay questions. Answer ALL questions.

1) When it comes to **workforce planning**:

   a) Explain **THREE (3) tools** that can be used for projecting personnel needs

   (15 marks)

   b) Describe how a **recruiting yield pyramid** can function as a tool in the recruiting process.

   (5 marks)

   (Total = 20 marks)

2) For the **employee selection** process:

   a) Explain why **tests and screening tools** are an important aspect of employee selection.

   (5 marks)

   b) Describe **cognitive tests** as well as **work sampling techniques** for employee selection. Then, justify which of the two methods you think is **more effective**?

   (15 marks)

   (Total = 20 marks)

3) With regards to **interviewing** job candidates:

   a) Technology plays an important role. Discuss the effects of **modern communications technology** on selection **interviews**.

   (5 marks)

   b) For **face-to-face interviews**, explain how candidates' **nonverbal behaviors and impression management** can affect the interview?

   (5 marks)

   c) Explain how a company can **protect** itself from **charges of discrimination** in its interview process.

   (10 marks)

   (Total = 20 marks)

Continued...

4) In regards to employee **training**:

a) Describe the **differences** between a **task analysis** and a **performance analysis.**

(10 marks)

b) Explain what is meant by **audiovisual-based training**. Then, describe **FOUR (4) circumstances** under which audiovisual-based training may be especially effective.

(10 marks)

(Total = 20 marks)

5) For the function of employee **performance management**:

a) Explain **why** it is **important** for a manager to **appraise** a subordinate's performance.

(16 marks)

b) How can a manager **handle a subordinate who is defensive** when told that his or her performance is poor?

(4 marks)

(Total = 20 marks)

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